



## LIONBRIDGE OVER-THE-PHONE- INTERPRETATION (OPI) SERVICES



**24/7/365 OPI Access.  
Millions of Minutes Per Month.**

An industry-leader in translation and interpretation, Lionbridge provides fast, accurate over-the-phone interpretation (OPI) services in 350+ languages. Our expert linguists bridge language gaps, enabling effective multilingual communication and driving better customer experiences.

With Lionbridge OPI, you benefit from faster and more efficient interactions that use less of your customer service representatives' valuable time and yield better CX at a lower cost.

**LIONBRIDGE**



## Lionbridge OPI Fast Facts

With Lionbridge OPI, you'll benefit from:

- The largest language list in the industry, with 350+ languages supported
- Fast connections (8-10 second connection time for Spanish; 12-15 second connection time for other top languages)
- Robust telephony platform with consistent uptime (99.99% or greater)
- Real-time reporting to view data on volume, language mix, and KPIs
- Call flow and account setup tailored to each individual customer's needs
- Dedicated single-point-of-contact Customer Success Manager
- Technology enhancements to the traditional OPI call flow that improve both the agent's and the customer's experience
- A secure partner with industry-leading confidentiality, compliance, and risk management programs



## Pricing

Typically, new customers that make a transition to Lionbridge save 10-20% over their previous vendor costs. Lionbridge customizes pricing for each customer based on volume, language pairs, and interpreter requirements. We offer base pricing/minute that falls as your volume increases.

There are no onboarding, set-up, or monthly fees. Your Lionbridge Sales Executive will work with you to develop a custom pricing model for your company.



## Get Started

For more than 20 years, we have helped companies connect with global customers by delivering marketing, testing and globalization services in more than 300 languages.

[LIONBRIDGE.COM](https://www.lionbridge.com)

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